

Message

**From:** mdx.techsupp\_\_1lkcf9fmjqg41o9t@3rgkrz1508lb6d2o.d6m7uua2x6sg95o5.4jfkh.0hedieay.0.bnc.salesforce.com  
[mdx.techsupp\_\_1lkcf9fmjqg41o9t@3rgkrz1508lb6d2o.d6m7uua2x6sg95o5.4jfkh.0hedieay.0.bnc.saleforce.com]  
on Customer Support [mdx.techsupp@thomsonreuters.com]  
behalf  
of  
**Sent:** 3/8/2011 7:50:20 PM  
**To:** james.hanchett@state.ma.us [James.Hanchett@state.ma.us]  
**Subject:** Response from Thomson Reuters Technical Support case# [REDACTED]  
:



Case# [REDACTED]

**Case Description:**

James Hanchett called and requested more 2.0 information.

- Return his call
- offer our training options
- Set a date for their conversion
- Ask about the Commonwealth of Mass. account (ASC: [REDACTED])

**Response:**

Thank you for contacting the Customer Resource Center for Micromedex products. Your account has been set to Micromedex 2.0 default interface. To see the change go to [www.thomsonhc.com](http://www.thomsonhc.com) and you will now see a Micromedex 2.0 button. To bypass the gateway and go directly to Micromedex 2.0 use the following link [www.thomsonhc.com/micromedex2/librarian](http://www.thomsonhc.com/micromedex2/librarian) if you have links pointing to the Micromedex 1.0 [www.thomsonhc.com/hcs/librarian](http://www.thomsonhc.com/hcs/librarian) you will want to replace them with the 2.0 URL.

Should you need further assistance, do not hesitate to contact technical support directly. You may also speak with any agent, the case number above will contain all necessary information.

Thank you,

Customer Resource Center

Healthcare

Thomson Reuters

1-877-843-6796 Speak product name, Option 3 Customer Resource Center  
1-651-244-4000 Option 3 Customer Resource Center

For online technical support, including Knowledge Base Articles, FAQs, System Requirements, and Technical Documentation, please visit our support site at:  
<http://www.micromedex.com/support>.

For Electronic support, please use our on-line request forms

<http://www.micromedex.com/request/>

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Not searching. FINDING.

**Micromedex 2.0**

[www.micromedex.com/2](http://www.micromedex.com/2)

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